TradeFlow Collections User's Guide

v0.1

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1. Introduction to Collections

1.1 What is Collections?

Collections is an online, secure application that enables you to electronically generate a Collections transaction.

1.2 The Features of Collections

- Fill out a transaction application online and transmit it to the bank.
- Simplify the application process by using a previously released transaction that is similar to the new one, or use a template created from a previously released transaction.
- Access transaction payment information downloaded from the bank.
- Generate detailed reports for company managers, accountants, and auditors.
- Easily communicate with the bank using communication software built into the system.
- While generating a transaction, Collections will validate those fields that must be SWIFT compliant to ensure that they adhere to SWIFT rules.

Features available in all grid screens:

Search Feature	press Ctrl-F to open a screen where you can type in whatever you want the system to search for. The system searches from the highlighted item down to the end of the list of items in the grid. Highlight the first item in the grid to search the entire list.
Sort Columns	click on a column heading in the grid screen and the data in the screen is sorted in ascending (or descending) order of the column. Click the column heading again to display the items in reverse order.
Pop-up Menu	right click anywhere in any grid screen and display the *Function*s menu
View a Line Item	double click on any item in the grid screen and it will open.
Filter Data in Grid	you can filter the data displayed in the grid screen using columns that display a view glass when you point to the column heading. Click on the glass and the filter window opens. See below.

Populate Date fields with calendar – you can enter the date into a date field using the calendar icon.

Click the calendar icon next to any date field to open the calendar.

Use the arrows in the calendar heading to select a month and a year. Then click the day you want.

Pull-Down Lists for Selected Fields

Fields that have pull-down lists are filled in with your selection from the list. The buttons above these fields allow you to View, Delete, and Edit the profile of the field selection. The last button opens the profile screen so you can add a new selection to the pull-down list.

Recognize Mandatory Fields

Fields marked with blue rectangles are mandatory.

2. Using the Grid Screen

When you select **Applications** and then **Collections** the first screen you see is *Collections* transaction screen, hereinafter referred to as the *Transaction Grid Screen*. See Figure 2.1.

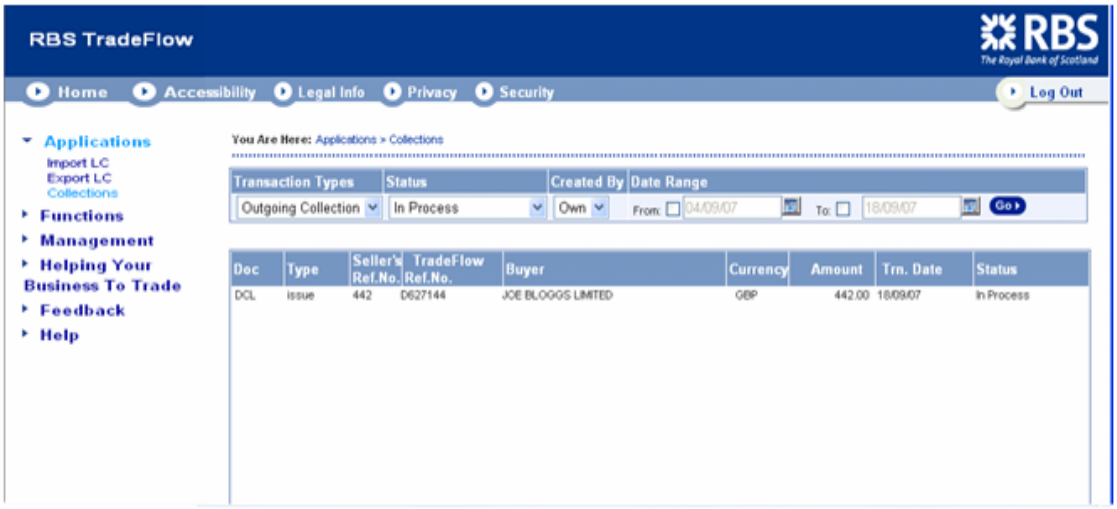


Figure 2.1 - The TransactionsGrid Screen

2.1 Transactions Grid Screen

The ***Transactions Grid* screen** is the default screen after logging on. In the **Management** menu, selecting **Profiles** will open the *Profiles Grid Screen*; selecting **Phrases** will open the *Phrases Grid Screen*, and selecting **Secure Messages** will open the *Secure Messages Grid Screen*.

In the *Transaction Grid screen*, first select transaction type **Outgoing** collection.

Next, select the user: **own** to list only your transactions or **all** to list the transactions of all the users in your organization. (Note that you may be restricted to only your own transactions, depending on how this screen was set up by the administrator.)

Next, select the status by which you want transactions to be listed: **all, in process**, **pending approval**, **released**, **cancelled & rejected** or **templates**.

Highlight any transaction and click **Functions** > **View** to see it, or **Functions** > **Print** to print it, if needed you can then send it via e-mail.

2.2 Profiles Grid Screen

At the top of the Grid screen, click *Management* > *Profiles*. The *Profiles Grid* screen is displayed. *See Figure 2.2*.

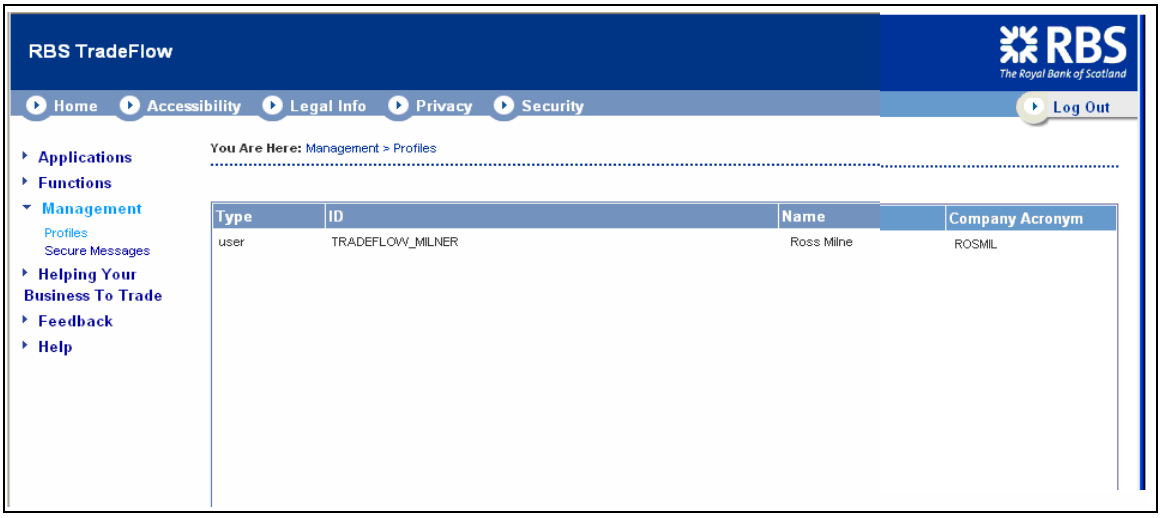


Figure 2.2 - The *Profiles Grid* screen.

In the *Profiles Grid* screen, your profile is listed.

Highlight your profile and click on **Functions** > **View** to see it.

Highlight your profile and click **Functions** >**Edit**.

The dialog box that opens will enable you to change your password. See Figure 2.3.

Only the system administrator can change the other information in your profile.

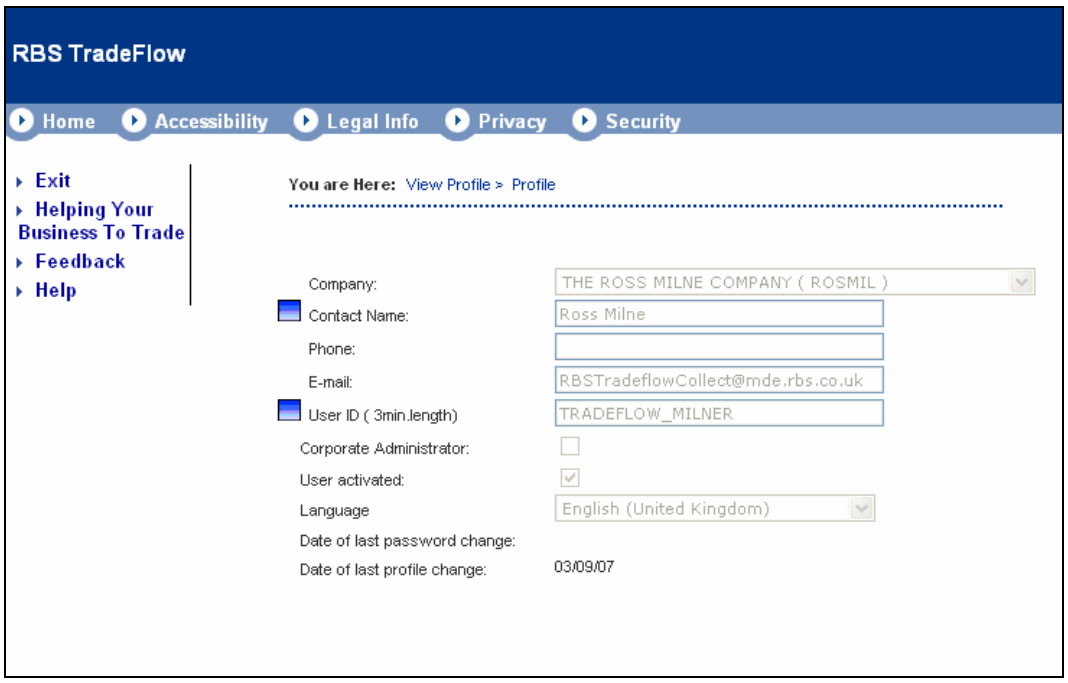


Figure 2.3 – Profile

- You can change your password in the *User Profile* screen.
- To change your password, enter the new one in the *Password* field.
- Enter it again in the *Confirmation* field.
- Click **OK**.
- Only the system administrator can change the other information contained in your profile.

You can change your password in the *User Profile* screen.

To change your password, enter the new one in the *Password* field.

Enter it again in the *Confirmation* field.

Click **OK**.

Only the system administrator can change the other information contained in your profile.

2.3 Phrases Grid Screen

To the left of the *Grid* screen, click on **Management** > **Phrases**.
The **Phrases** *Grid* screen is displayed. See Figure 2.4.

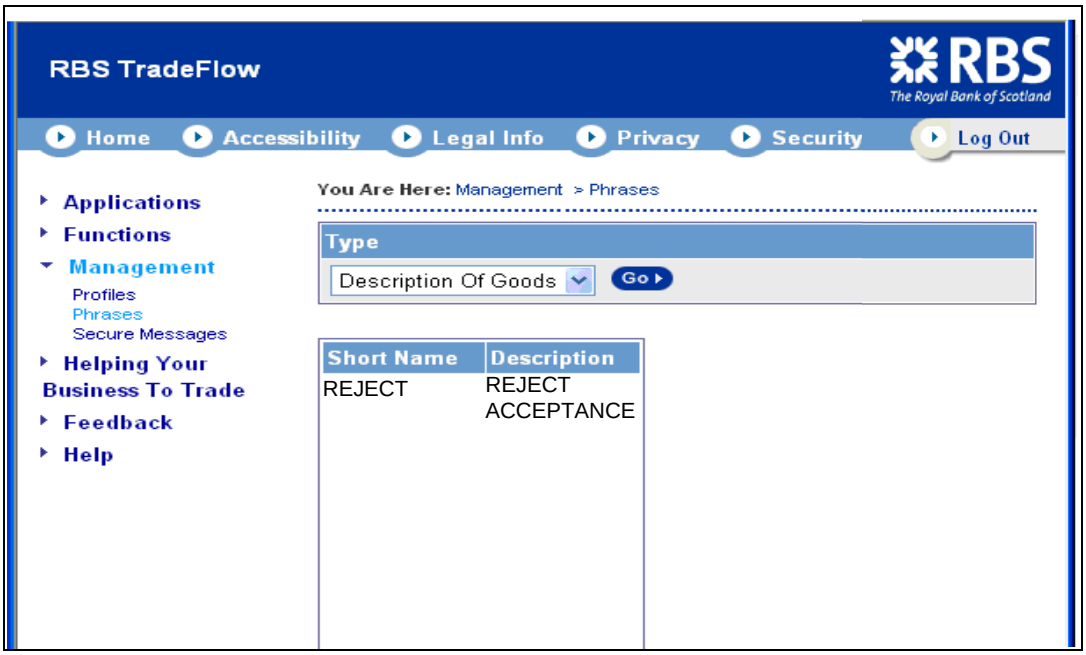


Figure 2.4 - The *Phrases Grid screen*.

Select one of the phrases in the grid and click **Functions** then **View** to see it.

Clicking **Functions** then **Delete** will delete the selected table from the grid.

Click **Functions** then **Edit** to make changes to the standard phrase of the selected table.

2.4 Secure Messages Grid Screen

At the top of the *Grid* screen, click on **Management** > **Secure Messages**. The *Secure Messages Grid* screen is displayed. See Figure 2.5.

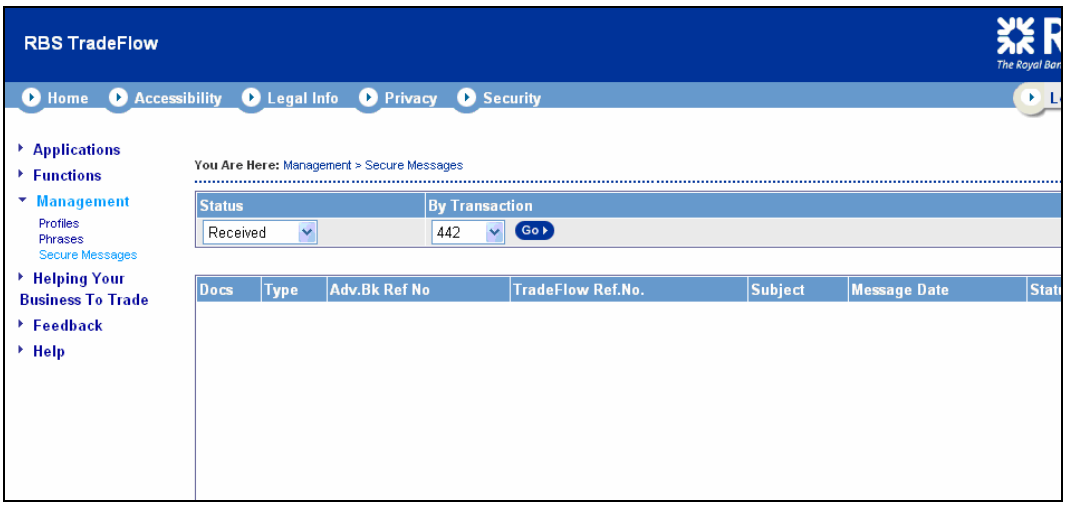


Figure 2.5 - The Secure Messages Grid Screen

The *Secure Messages Grid* screen lists Secure Messages that are in process (not yet sent to the bank), sent to the bank, and Secure Messages received from the bank.

You can list Secure Messages according to status by clicking the appropriate radio button (**all** means list all Secure Messages regardless of status).

View any Secure Message by selecting it and clicking on **Functions** > **View**.

Only Secure Messages that are in process can be edited. Select the in-process message you want to edit and click on **Functions** > **Edit**. A window opens enabling you to edit the *Subject* and the body of the message in the *Mail Text* area.

To delete a message, select the message in the *Secure Mail Grid* screen and click **Functions** > **Delete**.

You can reply only to a message with the status *received*. Click **Functions** > **Reply** and a composition window opens where you can compose your message.

Select an *in-process* message to send and click **Functions** > **Send**. A message window opens stating that the message was successfully sent. Periodically check the *Secure Message Grid* screen for a reply from the bank.

To print a message, select it and click **Functions** > **Print**.

You can also e-mail the print out to a third party.

Secure messages statuses: in process, readyToSend, sent, Received.

3. Setting Up the Phrases

3.1 Creating the Tables of Standard Phrases

After logging into the system with your user ID and password the first screen to open is *Collection*, hereinafter referred to as the *Grid* screen.

At the top of the *Grid* screen, click on **Management** > **Secured Messages** > **Phrases**. The *Phrases Grid* screen opens. *See figure 3.1*.

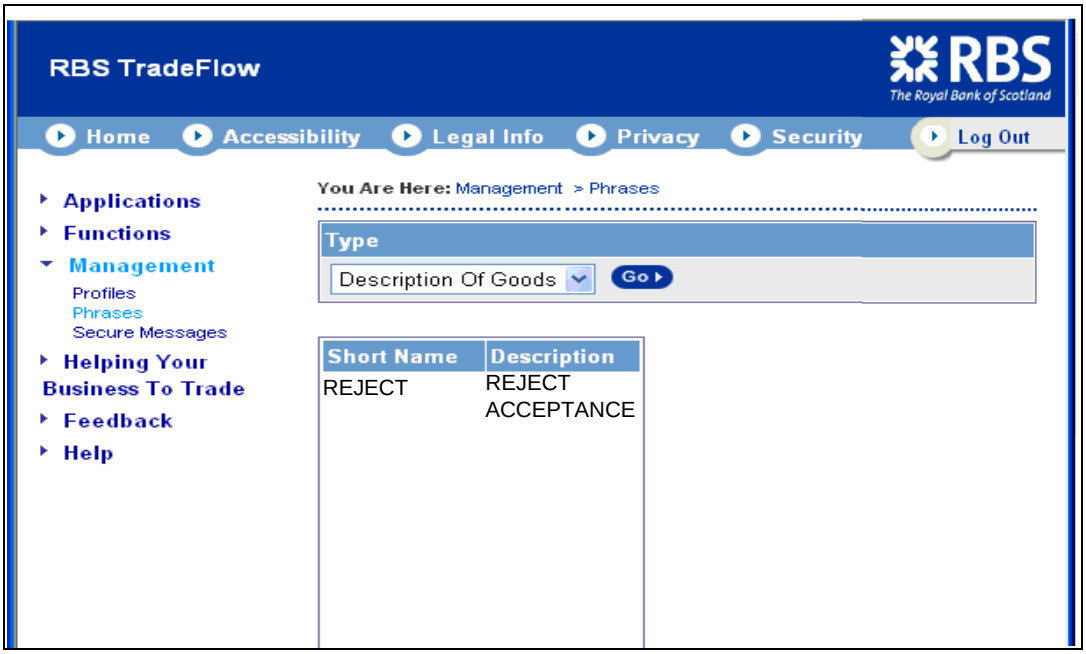


Figure 3.1 - The Phrases Grid Screen

The purpose is to provide standard phrases that can be inserted into the transaction document. This eliminates typing the same text over and over for each transaction.

Create as many phrases as you need, giving each a short name and description that will enable you to easily identify them.

To create a table:

Click on **Functions** > **New** and the *Protest Instructions* standard phrase text box screen opens. *See Figure 3.2*.

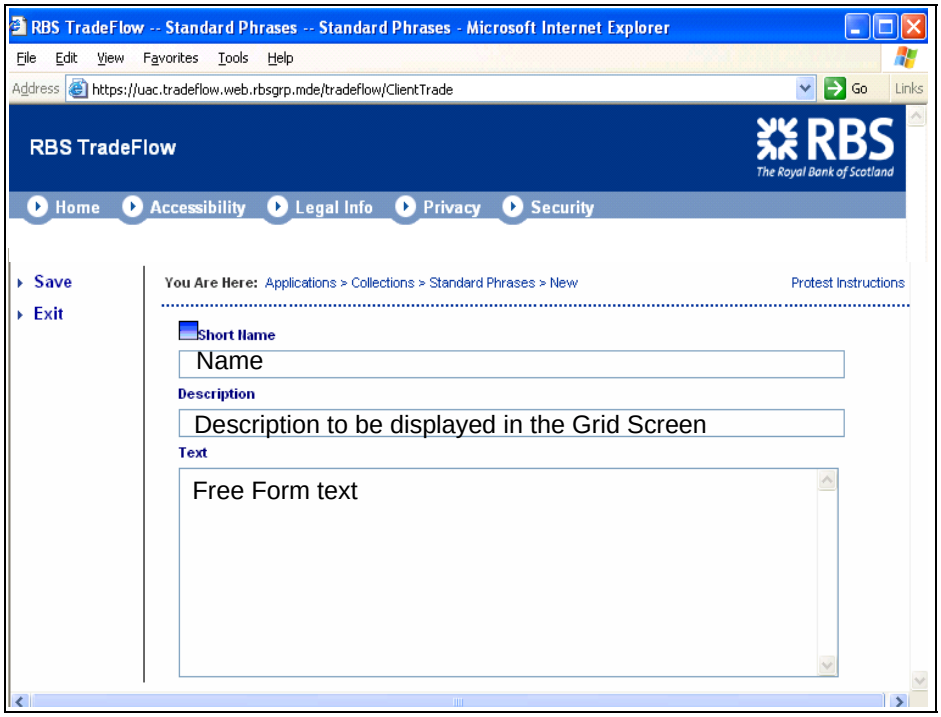


Figure 3.2 - The Protest Instruction Standard Phrases Screen

Provide a short name and description to later identify the standard phrase or text that you compose in the text box.

Click **Save** when you are finished.

In the *Phrases Grid* screen, select a table and click on **Functions** >**View** to see it.

To make a change to a table, select it in the *Phrases Grid* screen and click on **Functions** > **Edit**. All three fields are accessible for editing.

4. Collection Transactions

You can view *Incoming* and create *Outgoing* (both *Direct* and *Outgoing*) collection transactions. For outgoing transactions select the **Outgoing** radio button under *Transaction Types* in the *Transaction Workflow* screen.

Buyer's Bank	*Mandatory field.* Name and address of the party who will pay as a result of receiving the draft. Scroll through the pull-down list or click on > **Add New** button above the field to create a new Payer.

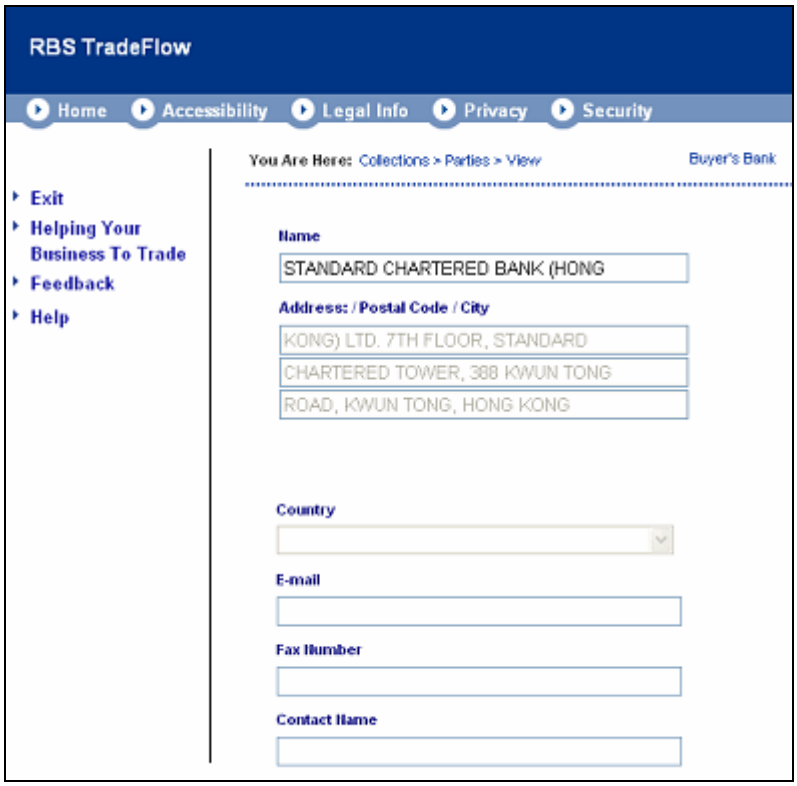


Figure 4.4 – Buyer's Bank Profile Create Box

Seller's Reference Number	*Mandatory field.* Reference number of the transaction as assigned by the seller.
Buyer's Bank Reference Number	Reference number of the transaction as assigned by the buyer's bank.
Buyer	Name and address of the buyer. Use buttons above to **View**, **Delete**, **Edit** and **Add New** to create a profile
Buyer's Reference Number	Reference number of the transaction as assigned by the buyer.

4.1.01 Part 2, Direct Collection – Issue, Field Descriptions

At the bottom of the *Direct Collection – Issue* screen are three tabs: **Part one**, **Part two**, and **Part three**. Verify that **Part 2** is selected. *See figure 4.5.*

Fill in the fields in Part two of the *Direct Collection – Issue* screen.

Fields that have pull-down lists are filled in by selections from the lists.

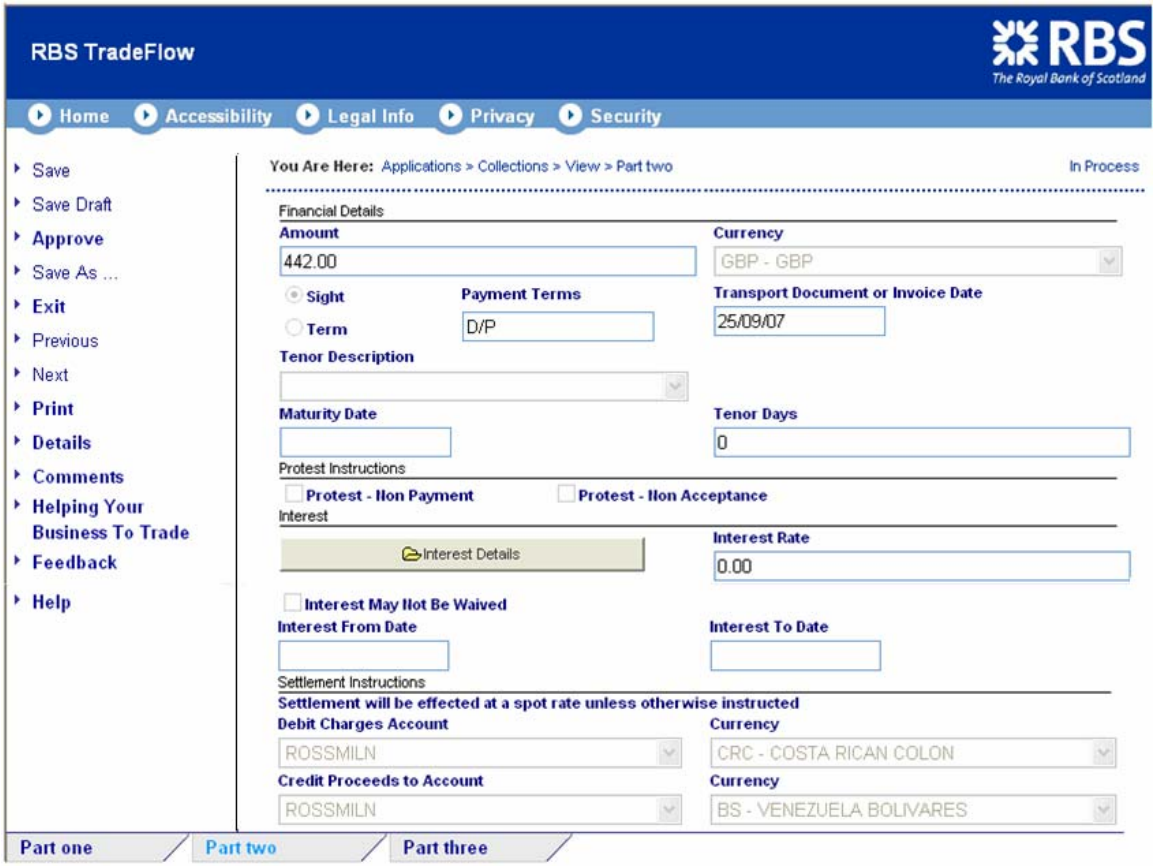


Figure 4.5 - Financial Details Screen

Amount	Enter the amount of the direct collection.
Currency	Scroll through the pull-down list and select the currency for the amount of this direct collection.
Sight	Click this radio button for a **Sight** direct collection.
Term	Click this radio button for a **Term** direct collection.
Protest Instructions	Instructions for non-payment or non-acceptance of collections.
Settlement Instructions	The settlement instructions are for the specific currency of the amount in part 2. Therefore if the currency for the amount in part 2 is U.S. dollars then the instructions will concern US dollars. The bank controls these instructions.
Payment Terms	Will be D/P (documents against payment) for **Sight** direct collection or D/A

	(documents against acceptance) for **Time** direct collection.
Maturity Date	The maturity date of the draft.
Tenor Days	The **Tenor Days** field is enabled when the **Time** radio button is selected. Fill in the number of days used to calculate the maturity date.
Interest Rate	Rate of interest in percent.
Interest Details	Click this button to open the Interest Details text box.
Interest From Date	Date from which interest is to be calculated.
Interest To Date	Date to which interest is to be calculated.
Credit Proceeds to Account	Account to be credited with payment from the payer. Use buttons above to view, delete, edit and Add/New account.
Currency	Currency with which payment is being made. The field **Currency** will default after selecting from field **Credit Proceeds to Account**.

4.1.02 Part 3, Direct Collection – Issue, Field Descriptions

At the bottom of the *Direct Collection – Issue* screen are three tabs: **Part one**, **Part two**, and **Part three**. Verify that **Part 3** is selected. *See figure 4.6.*

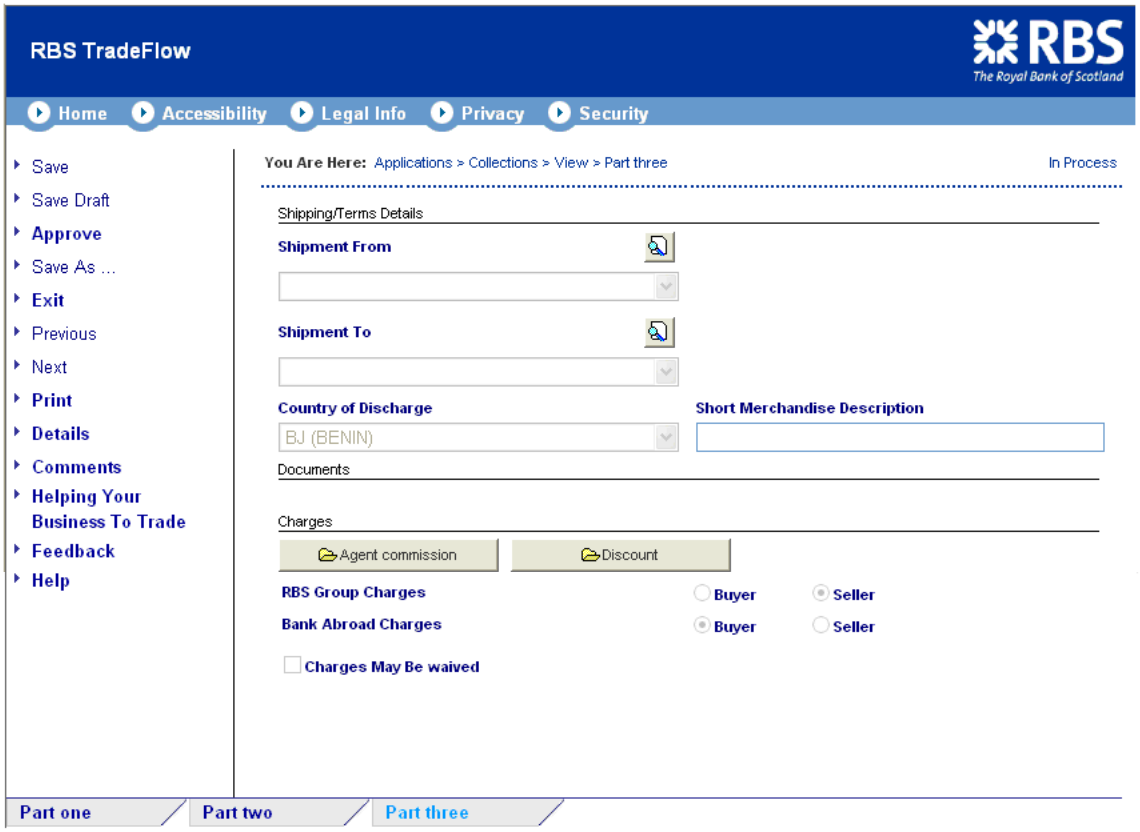
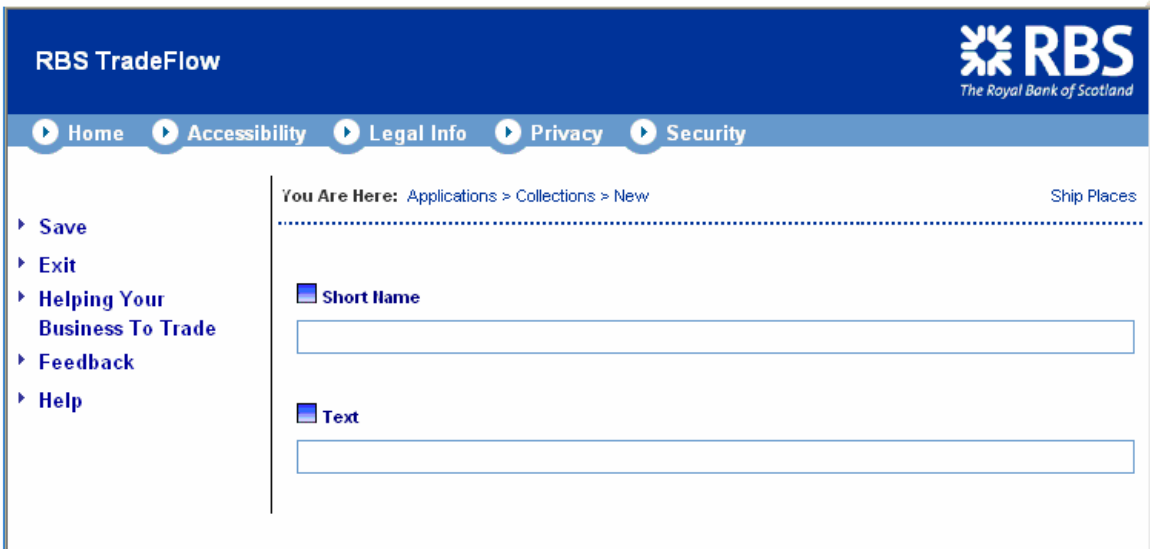


Figure 4.6 - The direct collection Issue Screen. Part Three

Shipment From / Shipment To	Use buttons above and select the locations from / to which the goods are to be shipped. If a specific location is not listed then click the Add/New button above the field and fill in a short name for the desired location and a description in the *Ship From or To Places* text box:



4.7 - Ship Places Text Box.

Country of Discharge	Select the country of final destination from the pull-down list.
Short Merchandise Description	Enter a short description of the merchandise.
Documents	This section of Part 3 lists the documents associated with the transaction. Click **New** and open screen *Document for Direct Collection*. From the pull-down list select the document type. Click in the **Originals** and **Copies** fields and type in the number of each. To edit the number of copies, number of originals, or the type of document, select the document in the *Transactions Grid* screen and click **Edit**. To delete a document from the list, select it in the *Transactions Grid* screen and click **Remove**.
Agent's Commission	Additional information regarding the agent's commission.
Discount	Instruction to discount a draft if it is accepted

Click the **Functions** > **Save** button to save the document. The following message appears:

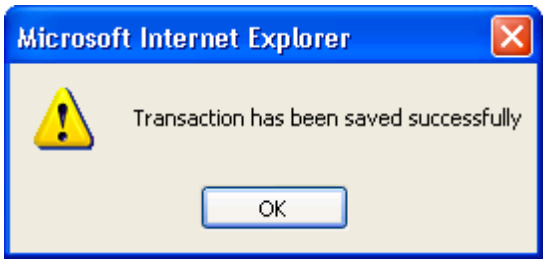


Figure 4.9 – Approved Transaction

Click **OK** and the transaction will be listed in the *Transactions Grid* screen with a status of *in process.*

The document is now listed in the *Transactions Grid* screen with a status of *in process*.

The document is now ready to go through the approval and release cycle. See paragraph 4.1.04.

4.1.03 Approval and Release of a Collections Letter

Once a transaction document is completed it must be approved before it can be emailed to the bank.

In the *Transactions Grid* screen, highlight the transaction you want to approve and click **Functions** > **Approve** option.

The *Check Password* screen opens.

Click OK and the following screen opens.

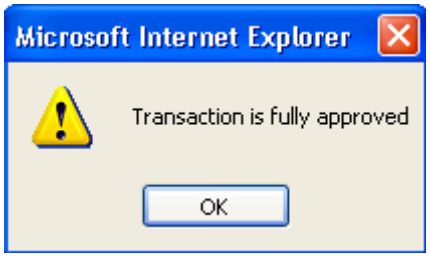


Figure 4.11 – Transaction Approved

Click OK and the transaction status changes from *in process* to *approved*.

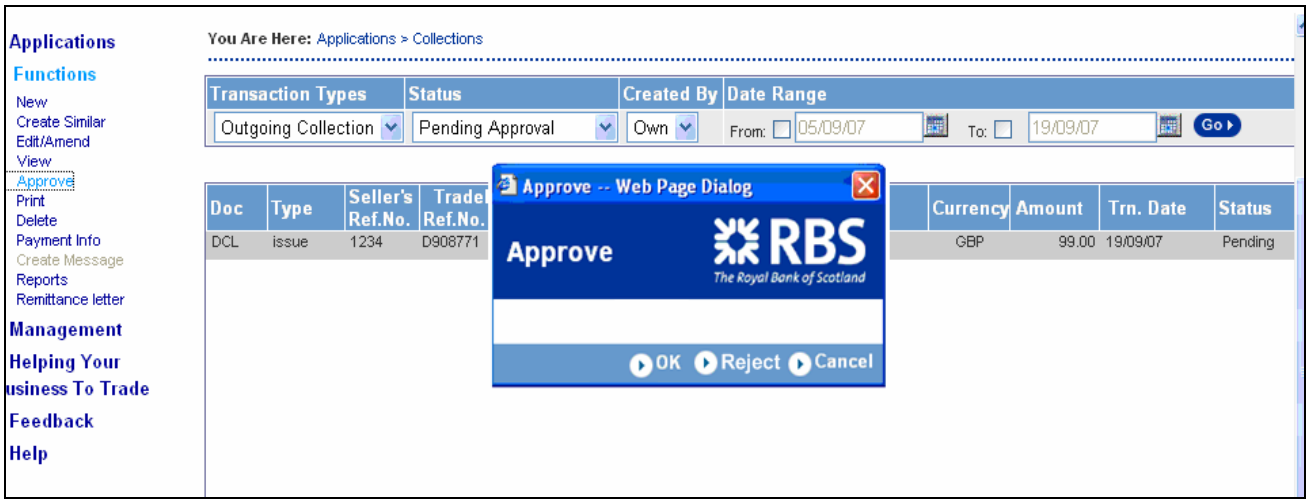
After the transaction has been fully approved it cannot be edited or deleted. Changes can only be made with an amendment.

After the document has been approved, it is automatically sent to the bank. The transaction is then assigned a transaction number by your back office and released.

4.1.04 Reject a Transaction As a Second Approver

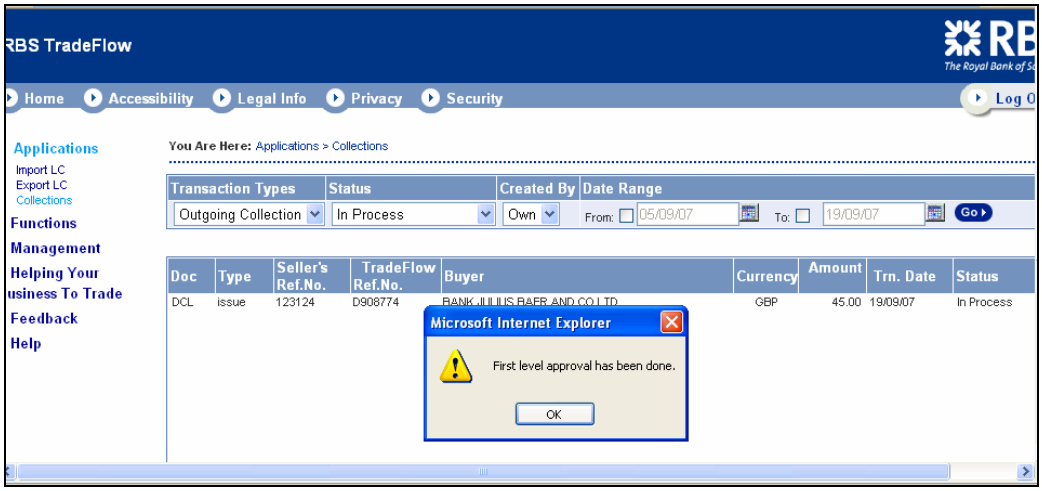
If you are authorised as a second approver then you can select a transaction that needs a second approver and has a status of **pending** and either approve it or reject it. If you reject it you can write the reason in a text box that opens during processing.

In the *Transactions Grid* screen, highlight the **pending** transaction you want to approve/reject and click **Functions** > **Approve**.



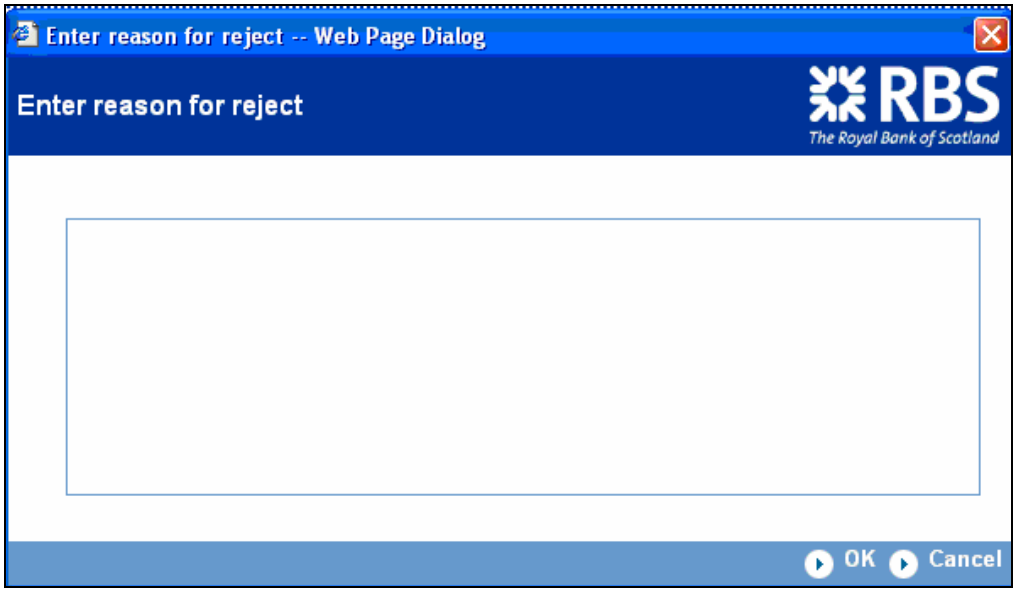
Click either **OK** or **Reject**.

If you click **OK** then a message box will display stating that first level approval has been done.



The transaction will be listed in the grid screen with the status of *Approved*.

If you click **Reject** then a text box will open in which you can enter the reason for the rejection.



Click **OK** and the Rejection message appears.

The message will be available for the first approver to see in the *Comments* text box accessible within the transaction screens. The transaction status will be listed as *Rejected* in the grid screen.

The first approver accesses ClientTrade and selects the *Rejected* transaction in the *Transaction Grid* screen and opens it. The approver then performs the following steps:

- Clicks the **Comments** button and reads the reason for the rejection.
- Exits the transaction, verifies that the transaction is selected, and selects menu option *Functions* > *Change to In Process*. The transaction now appears in the grid screen with the status of *In Process*.
- Opens the *In Process* transaction and makes the necessary changes / corrections as directed in the comments by the second approver.

- Approves the transaction which now has a status of *Pending*.
- The second approver accesses the Pending transaction, verifies that it is now error free and fully approves it. The transaction now has the status *Approved*.

4.2 Editing a Collections Transaction

You can edit a transaction with a status of *in process*. (To change a transaction that has been *released* requires an amendment.)

After logging into the system with your user ID and password the first screen to open is the *Transaction Grid* screen.

Under the heading *Status* select radio button **in process**.

Under *Created by* drop down menu select **own** or **all** for all users.

Locate and highlight the transaction **in process** transaction grid you want to edit.

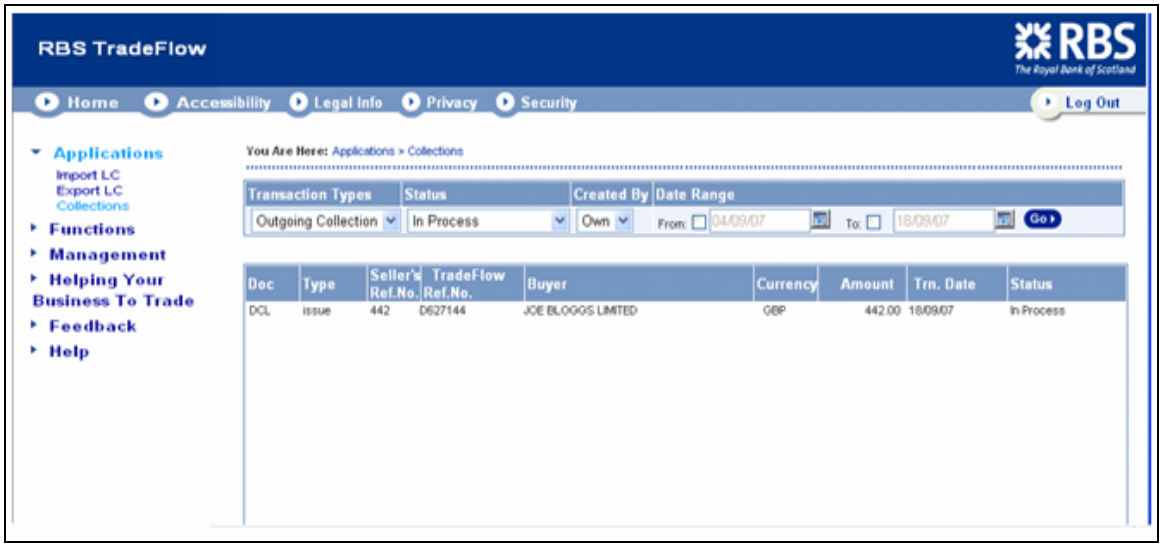


Figure 4.12 - The Transaction Grid Screen

Click on **Functions** > **Edit/Amend** option. The transaction opens in the *Collection – Issue - In Process* screen.

Go through the document as you did at issue time and edit the fields that need to be changed. Click **Save** when you are done.

The transaction status remains *in process*.

5. Amendments

5.1 Creating an Amendment

Once a transaction has been approved (or is pending approval) it cannot be edited. To make a change, the transaction must be released and then an amendment generated.

In the *Grid* screen, ensure that the **Transactions Types** tab is selected so that the *Transactions Grid* screen is open. At the top of the screen, under the heading *Transactions*, select from the status options either *released*, or *all* for all status.

From the **Created By** options, select either **Own** for transactions you generated or **All** for transactions generated by all users.

Highlight the released transaction you want to amend. *See Figure 5.1*.

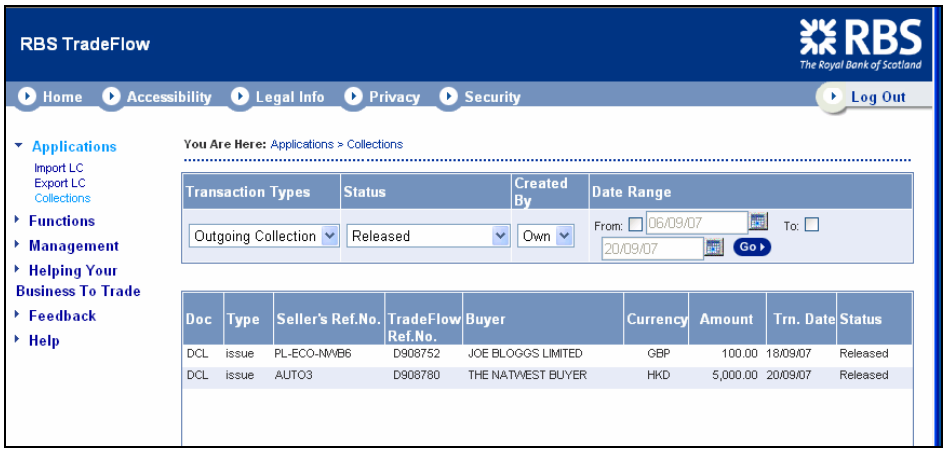


Figure 5.1 - The Transactions Grid Screen

Click the **Functions** > **Edit/Amend** option and the transaction opens. *See Figure 5.2*.

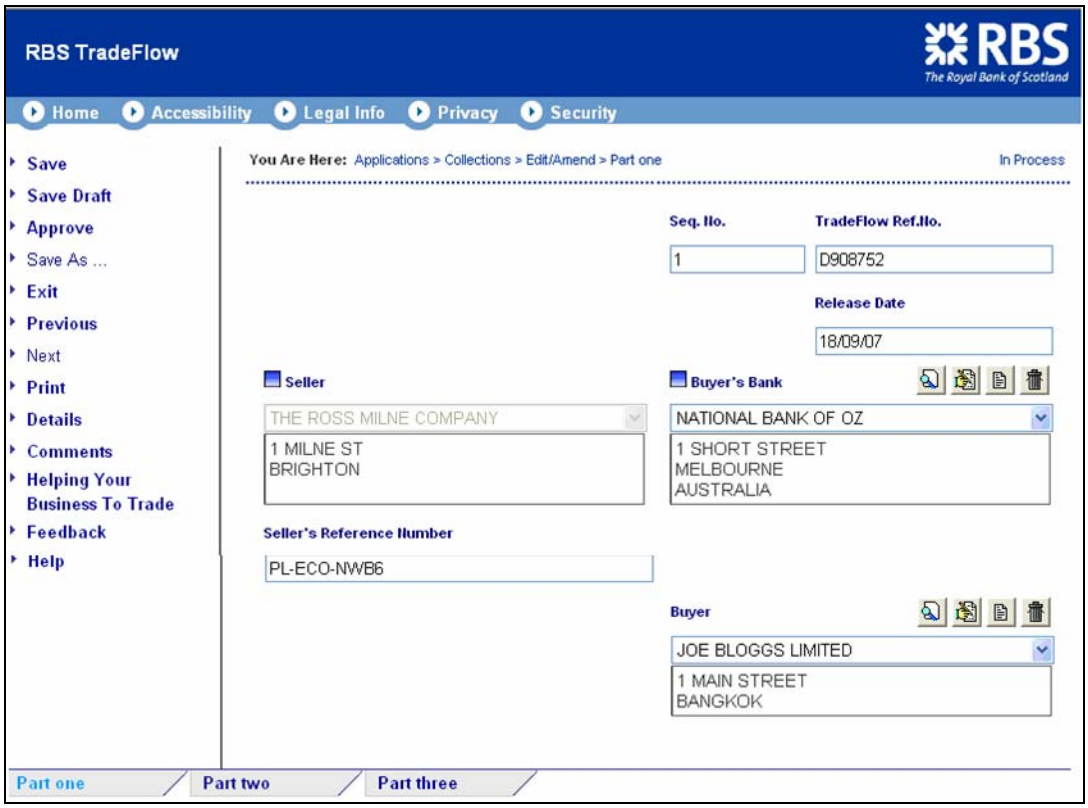


Figure 5.2 - Amending a Direct Collection

The system assigns a sequence number to each amendment beginning with the number 1. When the transaction screen opens after clicking **Edit/Amend** in the *Grid* screen, the next amendment sequence number is automatically displayed in the **Seq. No.** field.

Make changes to fields in the same manner you generated the fields at issue time.

After the amendment fields have been changed click **Save**.

5.2 Viewing an Amendment

Use the **Previous** button to view the sequence number previous to the current one displayed. For example, by clicking **Previous** in the screen shown in Figure 5.2 transaction, sequence number 1 will be displayed. Click **Previous** again and the original issue transaction will be displayed.

In a similar manner use the **Next** button to view the next amendment sequence number.

With each sequence number the titles of the fields that have been changed are displayed in a different color. Fields changed in sequence number 1 may have titles displayed in yellow while fields changed in sequence number 2 may have titles displayed in red.

5.3 Approval and Release of an Amendment

An amendment must go through the same steps as the amendment issue: *in process*, (*pending approval* if applicable), *approved*, *sent to bank*, and *partially released* or *released*.

6. Payments

The bank downloads information concerning payment, which you can access with Import.

Under *Status* in the *Transactions Grid* screen select the **released** drop-down to list all of the released and partially released transactions. (Be sure and select **own** if you only want your transactions listed or select **all** for released transactions from all users.) Select a transaction.

Select **Payment Info** from the **Functions** menu and the payments history screen opens for the selected transaction. *See Figure 6.1.*

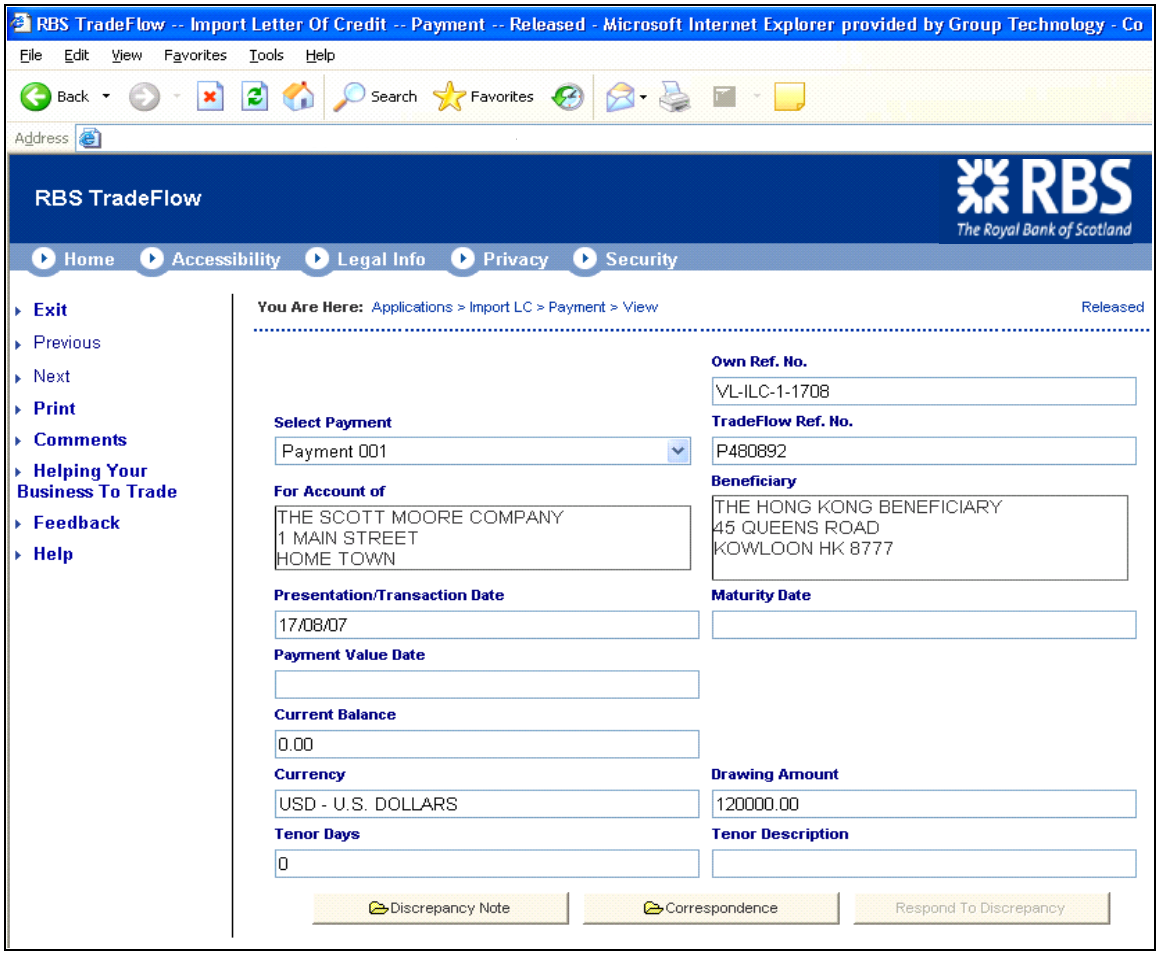


Figure 6.1 Payment Screen

There are three buttons along the bottom of the screen: **Discrepancy Notes**, **Correspondence** and **Respond to Discrepancy**.

Discrepancy Note

Click the **Discrepancy Notes** button to view any discrepancies as reported by the bank. You can send a message to the bank to comment on the discrepancies.

Correspondence

Click the **Correspondence** button to view any correspondence (letters) downloaded from the bank.

Respond to Discrepancy

Click the **Respond to Discrepancy** button if discrepancies have been advised and you wish to respond acceptance or rejection directly.

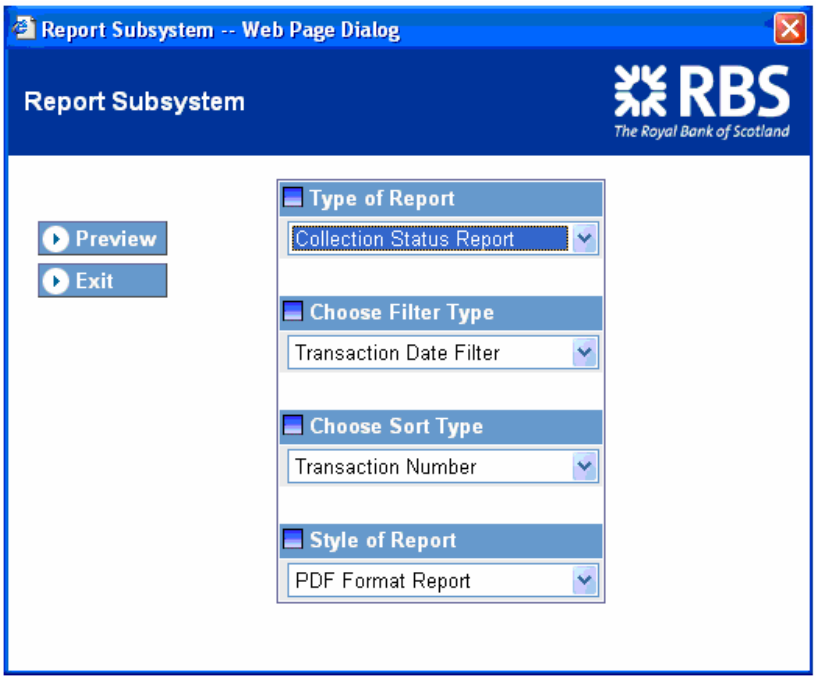
7. Reports

There are five reports the system can generate for you. They are:

- Collection Status Report
- Collection Payment Report
- Collection Amendment Report
- Collection Issuance Report
- Consolidated Activity Report

Each report is in a matrix format with rows and columns. You customize the way information is presented in each report by filtering and sorting the data

7.1 Sorting and Filtering Data



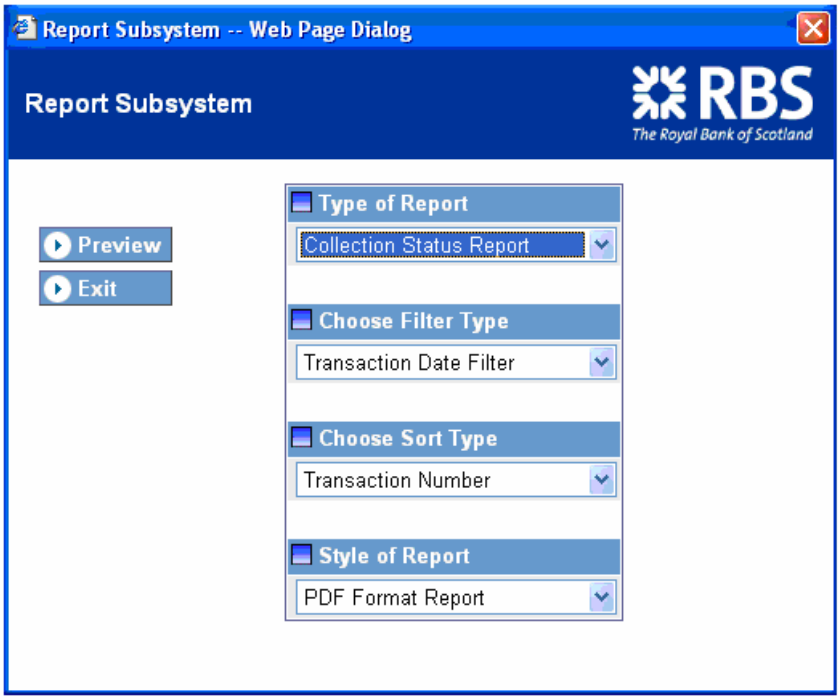
In the *Grid* screen, click **Functions** > **Reports**. The *Report Subsystem* window opens.
See Figure 7.1.

Figure 7.1 - The Report Subsystem window

- Select the type of report you want to generate.
- Choose the filter type you want to use.
- Choose how you want to sort the filtered data in the Choose Sort Type pull-down list.
- Select the style of the report.
- Click **Preview** to view the report with the selected sort and filter settings.

Each report is in a matrix format with rows and columns. You customise the way information is presented in each report by filtering and sorting the data.

7.2 Sorting and Filtering Data

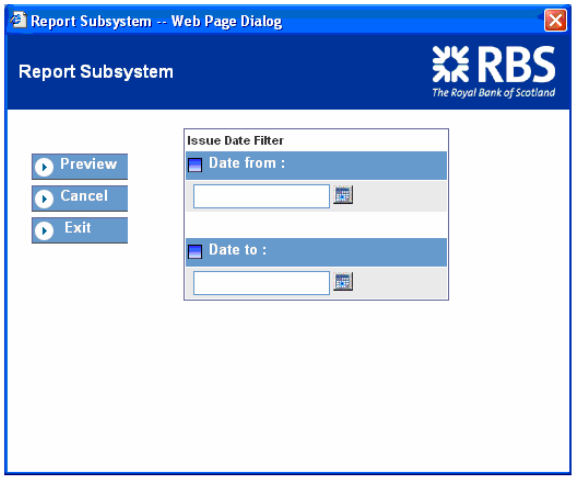


In the *Grid* screen, click **Functions** > **Reports**. The *Report Subsystem* window opens. *See Figure 7.1*.

Figure 7.1 - The Report Subsystem window

- Select the type of report you want to generate.
- Choose the filter type you want to use.

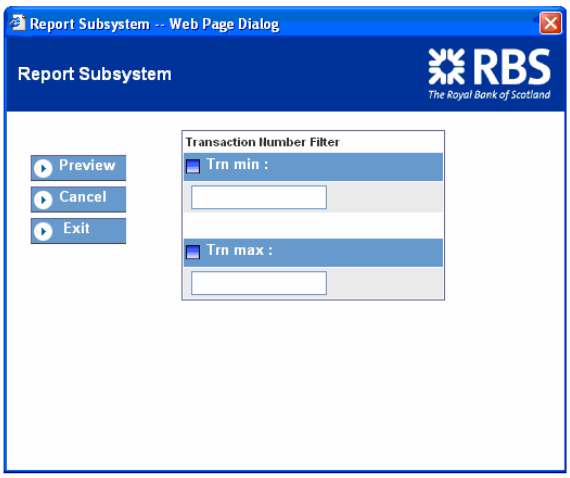
After choosing a filter type, a window opens in which you fill in a range for that filter.



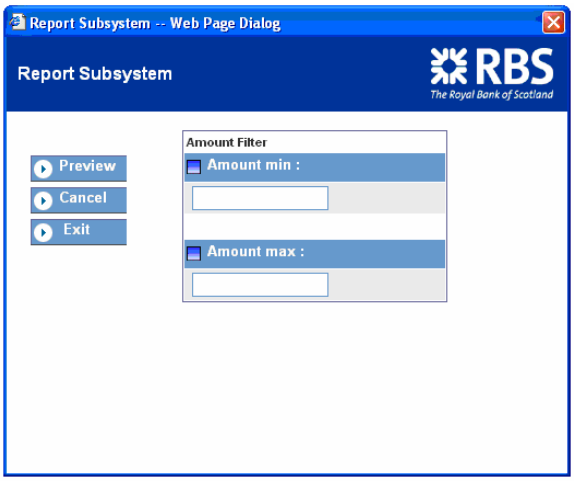
Date Filter: Enter the from/to transaction dates in the appropriate fields.

Only transactions within this range of dates will appear in the report.

The day and month are each two digits and the year is four digits.



Trn Filter: Enter a range of issuing bank reference numbers. Only transactions with reference numbers within this range will appear in the report.



Amount Filter: Enter a range of transaction amounts. Only transactions with amounts within this range will appear in the report.

- Choose how you want to sort the filtered data in the Choose Sort Type pull-down list.
- Select the style of the report.
- Click **Preview** to view the report with the selected sort and filter settings.

All reports can be filtered with the three filters shown in the field drop-down list.

Date Filter: Enter the from/to transaction dates in the appropriate fields using the popup calendar. Click the down arrow in the filter field to access the calendar. Only transactions within this range of dates will appear in the report.

Trn new Filter: Enter a range of issuing bank reference numbers. Only transactions with reference numbers within this range will appear in the report.

Amount Filter: Enter a range of transaction amounts. Only transactions with amounts within this range will appear in the report.

Following is a summary of the filter and sort types for the four report types:

Report	Filter Type	Sort Type
Status Report	Date Transaction Number Amount	Transaction Number
Payment Report	Date Transaction Number Amount	Transaction Number Date Amount
Amendment Report	Date Transaction Number Amount	Transaction Number Date Amount
Issuance Report	Date Transaction Number Amount	Transaction Number Date Amount
Consolidated Activity Report	Date Transaction Number Amount	Transaction Number Date Amount

The following is an example of a report.

Outgoing Collection Status Report

Date Filter 1/6/2003 - 2/12/2003

Drawer	Presenter Number	Bank Reference	Currency	Transaction Date	Payer	Amount	Transaction Type	Sequence Number	Status
	O808433	TEST JAN 10 -1	USD	01/10/2003	BANCO GENERAL DE NEGOCIOS	20,001.00	Payment	1	released
	O808434	TESTJAN21	USD	01/29/2003	CITIBANK	378,000.00	Payment	3	released
931	D001998	PRESREF-095	USD	02/12/2003	BANCO GENERAL DE NEGOCIOS	90,888.00	Issue	0	sent to bank
ACME2IMP		55567	USD	02/10/2003	CHASE MANHATTAN BANK, LTD	78,000.00	Issue	0	in process
ACME2IMP	D001982	345543	USD	02/11/2003	CHASE MANHATTAN BANK, LTD	768,000.00	Issue	0	sent to bank
ACME2IMP	D001983	TESTJ24-2	USD	01/24/2003	BANCO GENERAL DE NEGOCIOS	44,222.00	Issue	0	sent to bank
ACME2IMP	D001984	TESTJ24	USD	01/24/2003	BANCO GENERAL DE NEGOCIOS	44,111.00	Issue	0	sent to bank
ACME2IMP	O808433	TEST JAN 10 -1	USD	01/10/2003	BANCO GENERAL DE NEGOCIOS	55,551.00	Issue	0	released
ACME2IMP	O808434	TESTJAN21	USD	01/21/2003	CITIBANK	678,000.00	Issue	0	released
ACME2IMP	O808438	PRESENTER JAN29	USD	01/29/2003	CITIBANK	230,000.00	Issue	0	released
ACME2IMP	O808438	PRESENTER JAN29	USD	01/29/2003	CITIBANK	230,000.00	Amendment	1	released

7.3 Report Styles

From the pull-down list of the *Style of Report* field you can elect to have your report in a PDF format or in Microsoft Excel.

Both present data in the same matrix format and you can print from the Adobe screen and the Excel screen. You can also email the report from both screens.

7.4 Printing a Report

The **Preview** button in the *Report Subsystem* takes you to the Filter screen where you set the filter parameters. From this screen the report opens in either Adobe or Excel from which you can print and email the document. (*See Figure 7.1*.)

8. Templates

8.1 Generating a Template

You can use a released transaction to make a template in order to avoid retyping field entries.

In the *Transaction Grid* screen, select the released transaction you want to use to generate a template. *See Figure 8.1*.

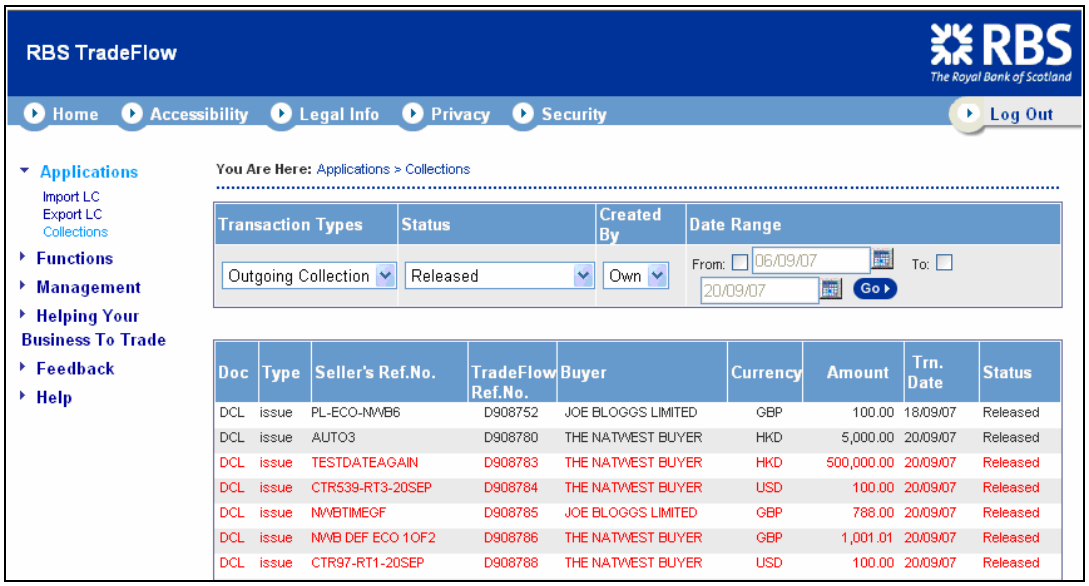


Figure 8.1 - Selecting a Transaction to Make a Template

The transaction selected must be a released transaction.

Click **Functions** then **View** and open the transaction.

In the transaction screen, click **Save As**. *See Figure 8.2*.

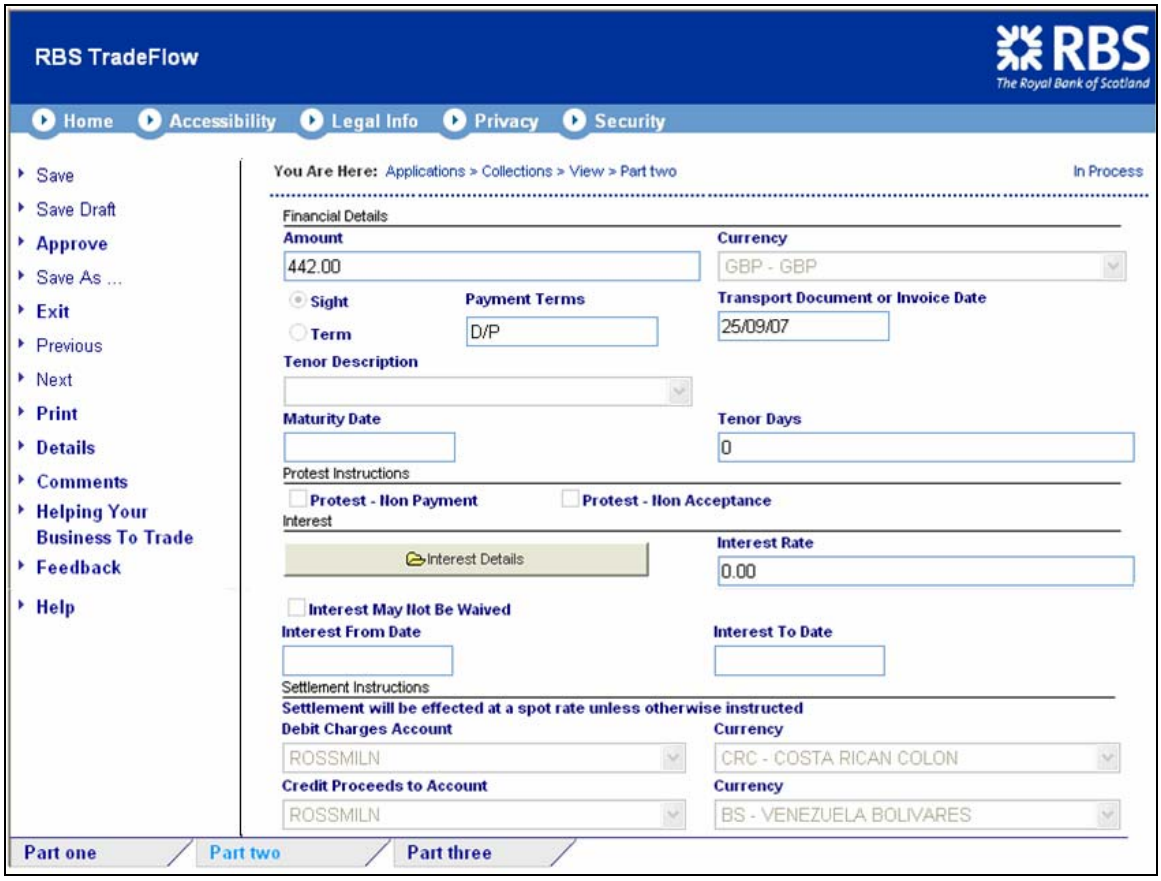


Figure 8.2 - Saving a Transaction as a Template

- Use the **Save As** button to save a transaction as a template.
- The **Save As** button is only enabled when viewing transactions that are released.
- Click **Save As** to assign a template name. *See Figure 8.3.*

Figure 8.3 - Assign a Template Name.

After clicking **Save As**, the *Enter Template Name* screen opens.

Type in a template name and click **OK**.

A message box opens telling you that the document has been saved as a template. *See Figure 8.4*.

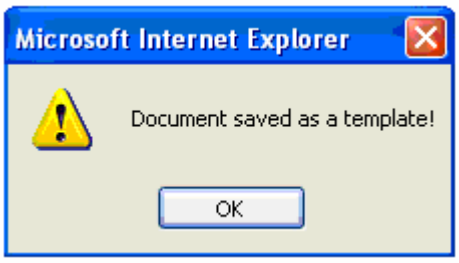


Figure 8.4 - The message box that opens after a document has been saved as a template.

After clicking **OK** in the message box, the *Transaction Grid* screen opens.

Select templates under *Status* and look for the template name you assigned.

8.2 Creating a Transaction From a Template

To create a transaction from a template, first show a list of templates in the *Transactions Grid* screen.

Select **templates** under *Status* in the *Transactions Grid* screen.

Select the template you want to use and click on **Functions** > **Create Similar**.

After clicking **Create Similar**, the template opens. Fill in the *Own Ref No*. field and any other field that differs from the original transaction from which the template was generated.

Save the document and approve it.

Use the same template as many times as you need it.

8.3 Creating a Transaction From another Transaction

To create a transaction from another transaction, first show a list of transactions in the *Transactions Grid* screen.

Select the transaction you want to use to create another transaction.

Click on **Functions** > **Create Similar**.

In the transaction screens that follow, fill in fields as you would if you were using a template.

Save the document and approve it.

9. Communicating with the Bank

Communicate with the bank with the communication software that is built into the system.

9.1 Secure Message

9.1.01 Creating Messages

Messages can be created and sent for transactions with the status of *released* and *partially released*.

In the *Transactions Grid* screen, select the *released* or *partially released* transaction you want to generate a message for. *See Figure 9.1*. Click **Functions** > **Create Message** *See Figure 9.2*.

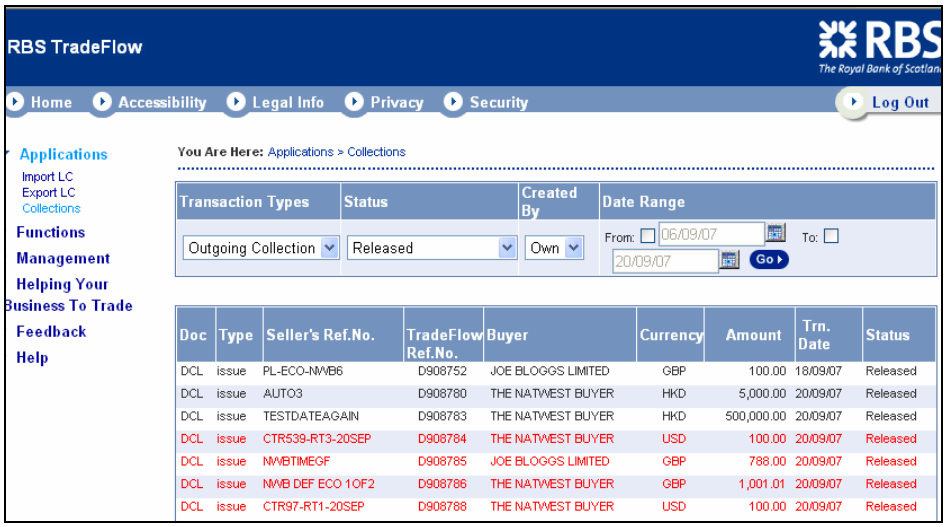


Figure 9.1 - Selecting a Released or Partially Released Transaction For Secure Message
The **Create Message** button is only enabled for transactions that are *released* or *partially released*.

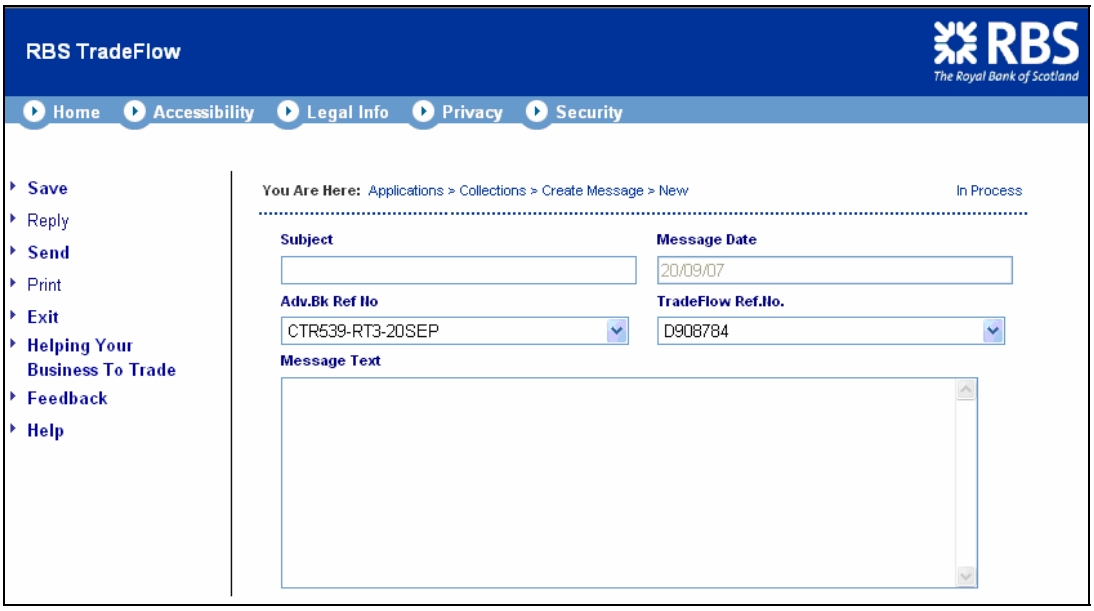


Figure 9.2 - Messages In-Process
Note that the two transactions reference numbers are already filled in.
Fill in the subject field and write the message in the Mail Text box.

Fill in the *Subject* field and write your message in the *Message Text* box.

Click **Save**. The email composition window closes.

The *Message Grid* screen opens.

In the *Message Grid* screen, verify that the message you just created is highlighted. Note that the status of email that has been saved and not sent is *in process*.

Click **Functions** > **Send**. A message box opens saying message was sent. *See Figure 9.3*.

Figure 9.3 - The message box informing the user that the Message has been sent.

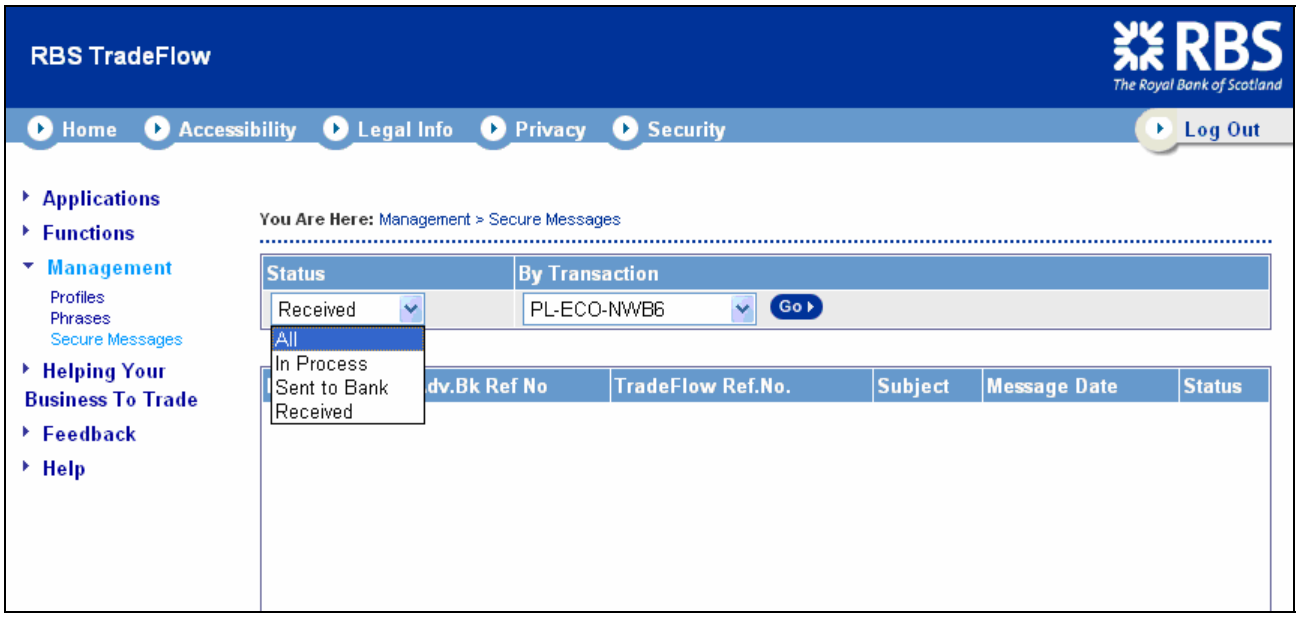
9.1.02 Viewing Secure Messages

By selecting **Secure Messages** in the **Management** menu in the *Grid* screen the *Secure Message Grid* screen opens. Under **Status** at the top of the screen are options to list email messages:

All:	All messages regardless of status.
in process:	Messages saved but not sent to the bank.
sent to bank:	Messages that have been sent to the bank.
received:	Messages that have been received from the bank.

Use the drop down list in field **By Transaction** to list messages for a specific transaction. Selecting **All** at the top of the drop down list results in listing messages for all transactions.

To see a Secure Message, select it in the *Secure Messages Grid* screen and click **Functions** > **View**.



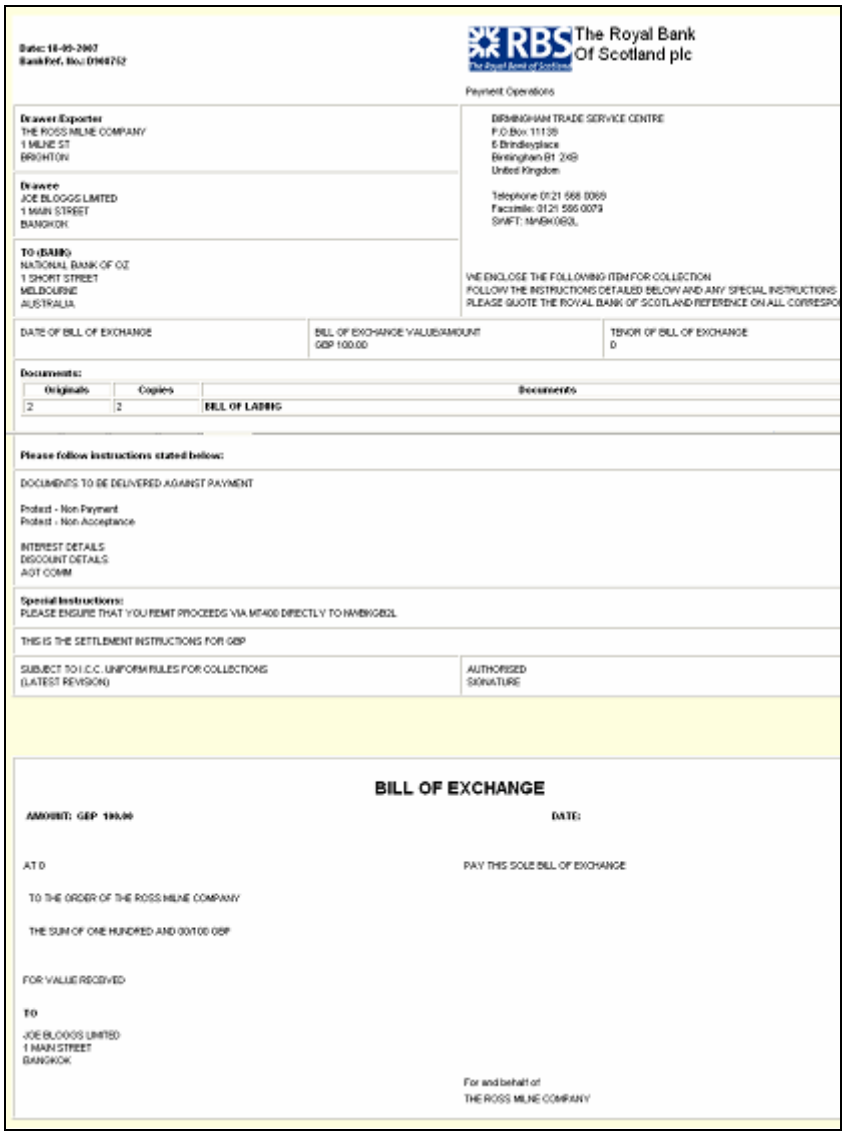
10. Remittance Letter

You can generate a remittance letter to accompany the documents needed to meet the terms and conditions of the collection letter.

In the *Transactions Grid* screen, select the transaction for which you want to generate a remittance letter.

Click button **Remittance Ltr.** to open the remittance letter window. *See Figure 10.1*.

Figure 10.1 - The Collections Remittance Letter



Date: 18-09-2007
Bank Ref. No.: D1048752

The Royal Bank Of Scotland plc
Payment Operations

Drawer/Exporter
THE ROSS MILNE COMPANY
1 MILNE ST
BRIGHTON

Drawee
JOE BLOGGS LIMITED
1 MAIN STREET
BANGKOK

TO (BANK)
NATIONAL BANK OF OZ
1 SHORT STREET
MELBOURNE
AUSTRALIA

BIRMINGHAM TRADE SERVICE CENTRE
P.O.Box 11138
5 Brindleyplace
Birmingham B1 2HB
United Kingdom

Telephone 0121 666 0069
Facsimile: 0121 666 0073
SWIFT: NWBKGB2L

WE ENCLOSE THE FOLLOWING ITEM FOR COLLECTION
FOLLOW THE INSTRUCTIONS DETAILED BELOW AND ANY SPECIAL INSTRUCTIONS
PLEASE QUOTE THE ROYAL BANK OF SCOTLAND REFERENCE ON ALL CORRESPO

DATE OF BILL OF EXCHANGE	BILL OF EXCHANGE VALUE/AMOUNT	TENOR OF BILL OF EXCHANGE
	GBP 100.00	D

Documents:

Originals	Copies	Documents
2	2	BILL OF LADING

Please follow instructions stated below:

DOCUMENTS TO BE DELIVERED AGAINST PAYMENT

Protest - Non Payment
Protest - Non Acceptance

INTEREST DETAILS
DISCOUNT DETAILS
AGT COMM

Special Instructions:
PLEASE ENSURE THAT YOU REMIT PROCEEDS VIA MT400 DIRECTLY TO NWBKGB2L

THIS IS THE SETTLEMENT INSTRUCTIONS FOR GBP

SUBJECT TO I.C.C. UNIFORM RULES FOR COLLECTIONS (LATEST REVISION)

AUTHORISED SIGNATURE

BILL OF EXCHANGE

AMOUNT: GBP 100.00

DATE:

AT D

PAY THIS SOLE BILL OF EXCHANGE

TO THE ORDER OF THE ROSS MILNE COMPANY

THE SUM OF ONE HUNDRED AND 00/100 GBP

FOR VALUE RECEIVED

TO

JOE BLOGGS LIMITED
1 MAIN STREET
BANGKOK

For and behalf of
THE ROSS MILNE COMPANY